
To our neighbors in South Hadley:

Amid all the closures forced by the COVID-19 outbreak, we wanted to remind you that SHELD remains at work around the clock to provide you with safe, reliable power.

For your safety and for the safety of our employees, we have adopted different protocols during these highly unusual circumstances; we are doing everything we can to minimize the effect the outbreak has in our community.

While our office is closed to in-person visits, you can still reach us by phone at 536-1050 or e-mail at sheldp@sheld.org with your questions or concerns during business hours. Of course, we can be reached at that same number for any electrical emergency, any time day or night.

Because many South Hadley families may be experiencing financial hardship as a result of the outbreak, SHELD has suspended the termination of electrical service for non-payment until further notice. Additionally, payment plans are available.

For the convenience of our customers, we offer electronic applications for electric service, auto-pay with credit/debit card or checking account, secure drop box payments, online portal payments and automated phone payments; visit www.sheld.org for more information.

With most households remaining at home due to social distancing, we have received a lot of questions about our Fibersonic internet service. We have temporarily suspended all in-home installations to ensure the safety for you, our valued customers, and our employees. Once the Governor advises that is safe to resume these activities in the Commonwealth, we are prepared to immediately resume installations of our Fibersonic gig- speed internet service.

Please be safe, observe the guidelines outlined by state and federal authorities, and know that we at SHELD continue to power South Hadley through this unusual crisis.

We wish safety and good health to you and your loved ones.